

Announcement of Part-Time Position Opening

- POSITION:** Service Desk Analyst (Part-time)
- ANTICIPATED STARTING DATE:** October 18, 2013 (or ASAP)
- MINIMUM QUALIFICATIONS:** Completed or pursuing an Associate Degree with substantial course-work in computer technology and operations and 1 year of experience supporting information technology.
- ALTERNATIVE MINIMUM QUALIFICATIONS:**
Two years of technical experience in computer technology and operations.
- PREFERRED QUALIFICATIONS:** Excellent communications (verbal and written), interpersonal skills, telephone etiquette, courtesy when dealing with customers and individuals, and the ability to exercise good judgment. Hands on experience with: McAfee products; Microsoft products; Blackboard Learning Management System; Client devices (desktops, laptops, handheld devices, tablets); current Microsoft & Apple operating systems. Prior help desk experience is a plus.
- RESPONSIBILITIES:** This position assists staff, students, and others with technical support of applications, desktop computers, and related technology. Support includes handling incoming calls, e-mail, and service desk tickets. Assisting local, offsite and college staff, students, and others with IT service related problems and inquiries. As necessary, problems and inquiries are routed to the appropriate team for further action.
- HOURLY RATE:** Anticipated starting rate \$10/hr. Additional flexibility for experience.
- APPLICATION:** Submit a cover letter, [BOR Employment Application](#), detailed resume and names of three references to :

Service Desk Analyst
Board of Regents for Higher Education
61 Woodland Street
Hartford, CT 06105
jobs@ct.edu

- APPLICATION DEADLINE:** Applications will be reviewed on a continuous basis until the position is filled.

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER